



STATE OF ARIZONA
DEPARTMENT OF LIQUOR LICENSES AND CONTROL

Douglas A. Ducey
GOVERNOR

John Cocca
DIRECTOR

COVID-19 Business Operations Update REVISED
Executive Order 2020-18 IMPACTED
Continuation of Business
March 31, 2020

Esteemed Partners and Valued Customers,

Yesterday, Governor Ducey announced his “Stay Home, Stay Healthy, Stay Connected” executive order ([2020-18](#)) providing guidance and direction on next level steps in Arizona’s efforts to slow the spread of COVID-19. Remember, [we are in this together](#), and collaboratively we can and will make a difference to limit adverse impacts from COVID-19 and save lives.

To do our part in promoting stay at home and social distancing efforts, effective March 31, 2020, at 5:00 PM, the Arizona Department of Liquor Licenses and Control will close its business offices to walk-in customer service. On-site security personnel at the building’s points of entry will turn away anyone showing up and attempting entry.

The Department will sustain business operations using various other methods as shown in the table below, while maintaining the same hours of normal operations (Monday thru Friday, 8A – 5P, excluding State holidays).

TOOLS AND METHODS TO SUSTAIN SERVICES						
	E-Lic.	Tele-Conf.	Phone	Mail	Email	Web
Licensing	X	X	X	X	X	X
Investigations	X	X	X	X	X	X
Compliance	X	X	X	X	X	
Admin		X	X	X	X	

Customers are encouraged to use the Department’s e-license tool for as many licensing processes as possible. The tool provides for a majority of licensing services online and accepts credit card and electronic check. Customers interested in reviewing a list of online services using the e-license tool can find them on the Department’s website, or direct at <https://azliquor.gov/ELicensing/ELLFAQ.cfm>. The e-license tool itself is on the website, or direct at <https://dlc.azliquor.gov/azdlprod/pub/Login.aspx>.

For licensing services not available in the e-license tool, the Department is building a special ad hoc online tool for temporary use during interrupted service delivery associated with COVID-19. That tool is available on the

800 WEST WASHINGTON, 5th FLOOR PHOENIX, ARIZONA 85007-2934 PHONE (602) 542-5141 FAX (602) 542-5707

WWW.AZLIQUOR.GOV

Individuals requiring special accommodations please call (602)542-9027

Department's website under the "[DLLC COVID-19 Info](#)" section, or direct at [COVID-19 Ad Hoc Online Licensing Tool](#).

Services to be offered in the ad hoc tool will include:

- License renewals with an expiration date between March 1, 2020 through September 1, 2020, wherein the licensee intends to timely renew a license and defer renewal payment for 90-days
- *Special event permits
- *Fair festival permits
- *Temporary extension of premise permits
- *Permanent extension of premise permits
- Activating an Inactive license
- Adding, or removing managers
- Adding, or removing officers
- Non-judicial foreclosures
- Withdraw of an application (where application was initially done outside the e-license tool)

* Licensing actions with an asterisk require local governing body approval before submission.

Licensees wanting to timely renew a license and defer renewal payment for 90-days will be immediately able to use the ad hoc tool for this purpose. The Department will be bringing on the remaining business types in the coming days. Standard mail and courier services can be used in the interim as could occur under normal business operations.

Licensees and applicants using the ad hoc tool to apply for a special event permit or fair festival permit will need to remit payment by mail or courier. Include in the subject line of the check, the event date and event name to match what is on the application in order to ensure staff's ability to match check to the application. Checks that do not clearly tie to an application will be returned and will delay processing.

All other fees tied to business submitted through the ad hoc tool will be available to pay at a later date through the Department's e-license tool.

Fingerprinting service remains unavailable and is to be obtained through another source. Numbers of local reputable companies can be found on the internet or otherwise.

All remaining Department functions are available through direct employee contact, use of Department web-based resource tools, or by following directions as contained in any direct correspondence received by Department officials.

Customers and clients seeking assistance and resources around COVID-19 as well as general business matters are requested to review the Department's website at <https://azliquor.gov/index.cfm> ahead of calling or writing, as many answers and tools are available there.

A directory of Department phone numbers are available at <https://azliquor.gov/directory.cfm>. The Department's general customer support line during regular business hours is (602) 542-5141.

Related to all above, patience is requested at the outset, as response times and processing times may be delayed due to an anticipated increase in inquiries and business into the Department.

Thank you for understanding, partnership, and support during these extraordinary times.

Sincerely,

A handwritten signature in black ink, appearing to read "John Cocca". The signature is fluid and cursive, with the first name "John" and the last name "Cocca" clearly distinguishable.

John Cocca
Director